

Commission Processing for Integra Agents

INDEX

Agency Accounting Setup	2
Step 1: Creating & Setting Up a User in EZlynx.....	2
Step 2: Setting Up of Deposit Accounts	3
How to create deposit account for Integra Commissions	4
Step 3: Creation of Service Teams	7
How to create service teams	7
More information about User Settings (Service Team Members)	8
Step 4: Setting Up of Service Team Rules	11
More information on Applying Service Team Rules	11
Assigned vs. Producer Code.....	12
Assigned	12
Policy Producer Code	13
How to set up Service Team Rules.....	13
Order of Rules	15
Applying Rules to Accounts or Policies	15
Applying “Assigned” Rules	15
Applying Policy Producer Codes	16
Step 5: Identifying Manual and Download Statements	17
Step 6: Manually Creating a Commission Statement	17
How to manually enter a commission statement	18
Step 7: Finalizing Commissions Statement.....	19
Finding a statement	19
How to fix an unmatched line item	19
Add Chargebacks & Carrier Fees (if needed)	20
Update, Approve, & Finalize	21
How to re-open a finalized statement & reverse a receipt.....	22
Step 9: Generating Producer Payable Statements	23
Print or Save Producer Statements	26
Rewrite Policy Workflow	27
Video Tutorials.....	28

Commission Processing for Integra Agents

Agency Accounting Setup

Here is the Ezlynx link to support this document for further instructions:

[Direct Bill Commission 2.0 Setup](#)

Step 1: Creating & Setting Up a User in EZlynx

[CLICK HERE FOR THE VIDEO TUTORIAL](#)

The user who will process commissions must have an EZlynx account.

There are 3 ways to do create an EZlynx account user:

- The person who has admin access can create the user directly in EZLynx.
- You can contact your point of contact in your aggregator for assistance.
- You can reach out directly to EZLynx support for help.

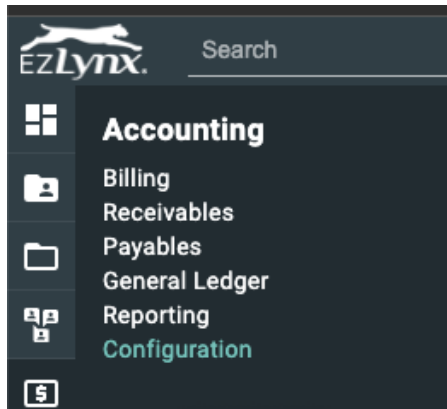
Once the user is created, their EZLynx account must have:

- Accounting module access
- Download admin access

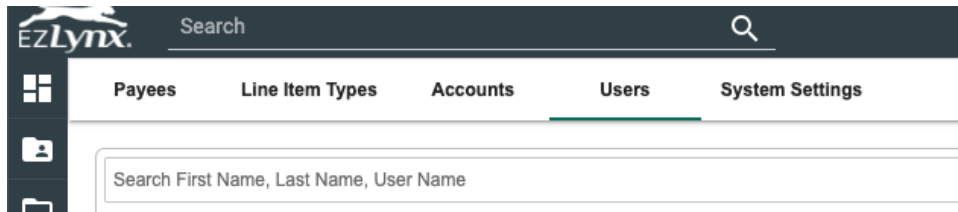
Once the user has been created and has access to the items above:

1. Log in to the EZlynx account that has admin access and then hover over the **Accounting \$ icon**. Click **Configuration**.

Commission Processing for Integra Agents



2. Go to the **Users** tab.



3. On the next screen, find your user and click **Edit** on the far-right side of the screen.
4. The next page should display the user settings for accounting. Check all the boxes for your user EXCEPT Manage User Permissions.

Billing <ul style="list-style-type: none"><input checked="" type="checkbox"/> Bill Policy<input checked="" type="checkbox"/> View Invoices<input checked="" type="checkbox"/> Reverse Invoices	Management <ul style="list-style-type: none"><input checked="" type="checkbox"/> Close Accounting Period<input checked="" type="checkbox"/> Reopen Accounting Period<input checked="" type="checkbox"/> Enter Journal Entry
Receivables <ul style="list-style-type: none"><input checked="" type="checkbox"/> Enter Receipts<input checked="" type="checkbox"/> Apply Agency Bill Receipts<input checked="" type="checkbox"/> Apply Direct Bill Statements<input checked="" type="checkbox"/> Post Direct Bill To Uncategorized	Reporting <ul style="list-style-type: none"><input checked="" type="checkbox"/> View Payment Transactions<input checked="" type="checkbox"/> Run GL Reports<input checked="" type="checkbox"/> Run AR and AP Reports<input checked="" type="checkbox"/> Run Production Reports
Payables <ul style="list-style-type: none"><input checked="" type="checkbox"/> Create Checks	Configuration <ul style="list-style-type: none"><input checked="" type="checkbox"/> Manage Payees<input checked="" type="checkbox"/> Manage Carriers<input checked="" type="checkbox"/> Manage Accounting Configuration<input type="checkbox"/> Manage User Permissions
Other <ul style="list-style-type: none"><input checked="" type="checkbox"/> Create Write-Offs<input checked="" type="checkbox"/> Create Adjustments	
<input type="button" value="Save"/> <input type="button" value="Return to User List"/>	

5. Click **Save**.

Step 2: Setting Up of Deposit Accounts

[CLICK HERE FOR THE VIDEO TUTORIAL](#)

Commission Processing for Integra Agents

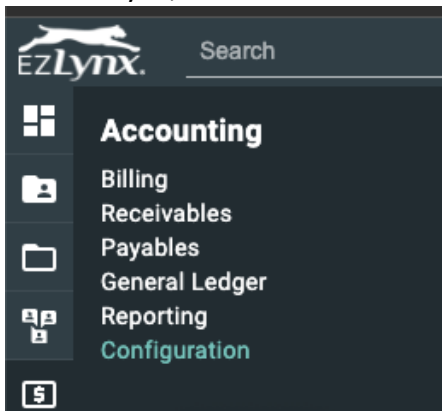
There are two deposit accounts that need to be added to process commission deposits and payments. These are fictitious accounts that will not affect your accounting outside of Ezlynx.

The user needs to add the following two deposit accounts:

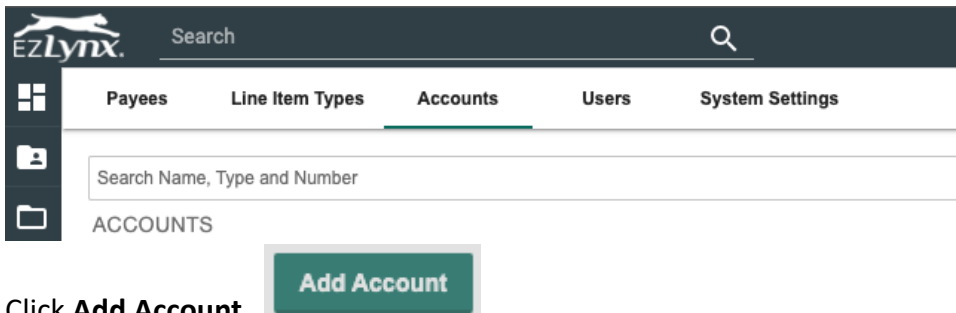
1. **Bank Account Name:** Agent Payable Account
Bank Account Number: 1099
* This account will be used to post producer payments against in Ezlynx.
2. **Bank Account Name:** Integra income deposit account
Bank Account Number: 1098
* This account will be used to post income deposits in Ezlynx

How to create deposit account for Integra Commissions

1. Inside Ezlynx, hover over the **Accounting \$ icon** and then click **Configuration**.



2. Go to **Accounts** tab.



3. Click **Add Account**.
4. Create the Agent Payable Account with the following details below:
 - **Account Name:** Agent Payable Account
 - **Account Type:** Bank Account
 - **Clearing GL Account Number:** 1099
 - **Bank GL Account Number:** 1099
 - **Bank Account Name:** Agent Payable Account
 - **Bank Account Number:** 1099

Commission Processing for Integra Agents

- **Branches:** enter your agency name
- **Use for Applied Pay:** NOT checked

Edit Account

Account Name * Agent Payable Account

Account Type * Bank Account

Clearing GL Account Number * 1099

Bank GL Account Number * 1099

Bank Account Name * Agent Payable Account

Bank Account Number * 1099

Branches * [REDACTED]

Use for Applied Pay

Choose one account for Applied Pay

Save Cancel

5. Click **Save**.

Add Account

6. Click **Add Account** again.

7. Create the Integra income deposit account with the following details below:

- **Account Name:** Integra income deposit account
- **Account Type:** Bank Account
- **Clearing GL Account Number:** 1098
- **Bank GL Account Number:** 1098
- **Bank Account Name:** Integra income deposit account
- **Bank Account Number:** 1098
- **Branch:** enter your agency name
- **Use for Applied Pay:** NOT checked

Commission Processing for Integra Agents

Edit Account

Account Name * Integra income deposit account

Account Type * Bank Account

Clearing GL Account Number * 1098

Bank GL Account Number * 1098

Bank Account Name * Integra income deposit account

Bank Account Number * 1098

Branches * [REDACTED]

Use for Applied Pay

Choose one account for Applied Pay

Save Cancel

8. Click **Save**.

Commission Processing for Integra Agents

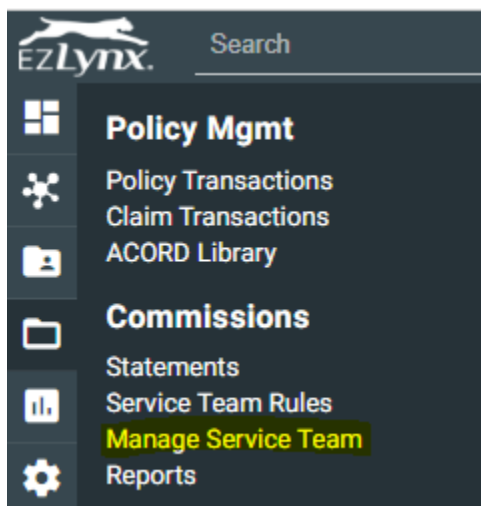
Step 3: Creation of Service Teams

[CLICK HERE FOR THE VIDEO TUTORIAL](#)

Service teams are used to create codes for individuals who will receive commission payments.

How to create service teams

1. From your EZlynx account, hover over your mouse to **Policy Management** icon and then click Manage Service Team.



2. You should see the **Service Team Mapping** page. ensure no Producers are listed. If any are present, they may require modification.
3. To start adding individuals, click **Add New Mapping**.
4. Enter the following:
 - **Producer Type:** select **CSR** or **Producer**. Select one of these two as your preference.
* I recommend not selecting the 'External' producer type, even when setting up an external producer. This choice affects commission distribution. Selecting 'External' directs commission payments to the external producer first, reducing the overall amount paid for an internal producer. The internal producer's commission percentage is calculated based on the remaining commission balance rather than the initial company payment.
 - **Producer Code:** Enter a 3-digit code or initials that would represent the person to be paid commission.
 - **Producer Name:** Enter the employees' name that will receive commissions. Please be sure to match how their name is listed as an Ezlynx user.
5. Press **Save**.

Commission Processing for Integra Agents

6. Continue until all individuals who should receive commissions have been added.

Service Team Mapping ^ x

Producer Type

Producer Code ← ?

Producer Name ←

More information about User Settings (Service Team Members)
[CLICK HERE FOR THE VIDEO TUTORIAL](#)

You will need to select a Producer Type. Here is information about the different producer types and how they affect commission payments:

- **CSR:** This is for an internal employee who is a user of your business. (Please note, this does not give you an option to pay commission by assigned CSR. This is just a designation of employee status.) You would need to apply rules by producer code override. [Producer code override \(Policy Producer Code\) will be explained later in this document.](#)
- **External:** This is intended for non-employee producers. This may be a lead source or a contact producer.
- **Producer:** This option is intended for an internal employee and works similar to the CSR option.
 - Commissions paid **using this setting** are handled differently than the other two options.

Commission Processing for Integra Agents

- Commissions with this option are applied first to the total commission amount, then reduced to the total commission amount that other rules would be applied against.

Here is an example: Gross commission amount is \$1,000

- **External Producer receives 25% of the commission or \$250 dollars**
- Leaves a net of \$750 (or balance)
- Internal Producer received 50% of the net commission, or \$375. The commission rule would be applied against the net \$750. It would not be applied against the gross of \$1,000.
- This would leave a net to the agency of \$375.
- Note: Both CSR and Producer types apply the rule against the gross. Here is an example:
- Gross commission is \$1,000
- External Producer set up as Producer instead of External receives 25% of the commission or \$250
- This leaves a net of \$750
- The internal producer receives 50% of the commission. This would be applied against the gross. So they would receive \$500.
- This leaves a net to the agency of \$250
- **In this example, I show a comparison of External vs Producer/CSR:**

External:		Producer:	
Gross Commission:	\$1,000	Gross Commission:	\$1,000
External Producer: 25% split	\$250	External Producer: 25% split	\$250
Net commission:	\$750	Net commission:	\$750
Internal Producer: 50% split	\$350	Internal Producer: 50% split	\$500
Net to agency:	\$350	Net to agency:	\$250
The Internal is applied against the "net commission" not the "gross commission"		The Internal is applied against the "gross commission" not the "net commission"	

Non-users that receive commissions

Many agencies will work with outside parties that are not users of Ezlynx but receive commissions. You have two options:

Commission Processing for Integra Agents

1. Set them up as a user
2. Set them up as a Lead Source

You can set up Service Team Rules to pay commission to either of these parties in Ezlynx.

Commission Processing for Integra Agents

Step 4: Setting Up of Service Team Rules

[CLICK HERE FOR THE VIDEO TUTORIAL](#)

Service Team Rules tells Ezlynx how to pay commissions to individuals.

Before setting up Service Team Rules, you will need to determine a few things:

- How would you like to pay commissions? By policy or by account?
- Who are the people that will receive commissions?
- In what percent will each person receive for
 - New business
 - Renewal/Rewrites
- You will also need to set up a process of correcting policies that download as new business when they should be a rewrite. If not corrected, the policy will be paid as a new business.

More information on Applying Service Team Rules

[CLICK HERE FOR THE VIDEO TUTORIAL](#)

- **Account based**
 - The account-based option applies service team rules to all policies under a specific account. This method offers the simplest setup process among the two available options.
 - It will automatically apply all Service Team Rules to all policies assigned to an account producer.
 - Ezlynx uses “Assigned Producer” found on the Overview Screen and set on the Details or Lead Info screens to apply the Service Team Rules.
 - Pros:
 - Easier setup
 - No additional coding per policy
 - Each account will apply commission rules for both new and renewals automatically.
 - Much less time setting up policies to have Service Team Rules applied
 - Cons:
 - Loss of ability to apply a rule per policy.
- **Policy based**
 - Service Team Rules are applied at the policy level.
 - Each individual policy can have a commission rule applied, or not applied.
 - The Service Team Producer Code will need to be entered in each policy that commission should be applied against.

Commission Processing for Integra Agents

- Pros:
 - Ability to specify by policy Service Teams Rules to be applied
- Cons:
 - Every policy that commission is to be paid on will have to be edited and coded.

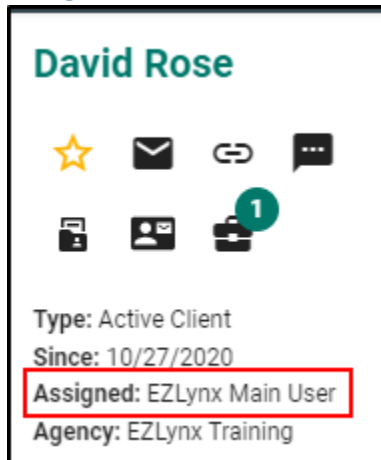
Assigned vs. Producer Code

When creating commission rules and updating applicants or policies, we consider the "Assigned" and "Policy Producer Code" rules. These fields are relevant to EZLynx commissions and differ from the producer codes assigned by carriers for agency appointments.

Please do not confuse the Commissions related Policy Producer Code with the code a carrier provides an agent with when appointed to write business with the carrier.

For EZLynx Commissions, "Policy Producer Code" has a very different meaning.

Assigned



- Some commission rules are based on the "Assigned" user, ensuring that all a customer's policies receive commissions in the same manner.
- The assigned user is displayed on the upper left area of an EZLynx applicant's information.
- To change the assigned user, go to the EZLynx applicant's **Lead Info** tab.

Commission Processing for Integra Agents

Policy Producer Code

Policy Producer Codes are added to a Policy's Producer Code Override field then display in on the Policies grid (see screenshot below). Some commission rules are based on the Policy Producer Code, allowing different commission rates for a customer's policies.

- Policy Producer Codes are created when adding a Service Team member. [Refer to Step 4 of the process to create a Service Team member.](#)

How to set up Service Team Rules

Create a specific rule for every special commission payment circumstance that falls outside of your “catch-all” rule; the rule that pays 100% of a policy’s commission to the agency.

1. From your EZlynx account, hover over your mouse to **Policy Management** icon and then click **Service Team Rules**.

2. Click **New Rule** at the upper right part of the page.

3. Click **+ Add Condition**.

* A condition should be based on your desired scenario you want to build a rule for. Numerous scenarios exist, and each agency has its own paying-of-commissions structure. Explore the available condition options to tailor your rules. You can add as many conditions as needed.

4. Once you've set your conditions, click the **Add Payees** button.

5. In the Add Payees step, we need to decide who to pay and how much based on the scenario we built out in the previous step.

6. Use the drop down to decide who to pay. Then, use the % or \$ fields to decide how much they get paid.

7. Finally, use the last drop-down to decide whether that % or \$ comes from the Agency Commission, Written Premium or is a Flat Fee.

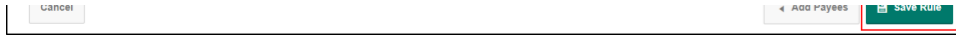
8. You can add as many Payees as you need. There is no need to make a rule for every single producer or CSR. You just need to make the rules for your desired scenarios. Once you are done, click the **Preview & Name Rule** button.

9. Here's the final step for creating rules: Give the rule a descriptive and unique name will make it easy to find the rule later if you need to make changes or if someone else takes over tracking commissions for you.

* There is a lovely statement built at the bottom that gives you a sentence like the structure of what your rule will do and how it works.

Commission Processing for Integra Agents

10. Once you are happy with your rule, click **Save Rule**. Rinse and repeat as many rules as you need!



Commission Processing for Integra Agents

Order of Rules

Commission rule order is very important. Policy transactions run through commission rules in order, from the first rule down to the last catch-all rule, until a criteria match is found. Commission is then paid based on the matched rule's "Pay Producers" instructions.

The basic order for EZLynx Commission rules is as follows:

- **Rewrite** rules to match by **Producer Code**
- All other rules to match by **Producer Code**
- **Rewrite** rules to match by **Assigned To** user
- All other rules to match by **Assigned To** user

To reorder the rules, simply hover over the grid icon. Then, click and drag the rule to the desired position.



Applying Rules to Accounts or Policies

Applying "Assigned" Rules

If your agency created rules based on "Assigned" match criteria, every applicant with at least one active policy must be verified that the correct EZLynx user is assigned to each applicant.

- From the Customer's Ezlynx account, go to the **Details** tab and then find the **Assigned To** field.
- Check if the **Assigned To** field is accurate.
- **If the selected user is correct** - No further action is necessary. Commissions will pay correctly.
- **If the selected user is incorrect** - click the field and then select the correct EZLynx User. Then, scroll to the bottom and click the **Save** button.

Commission Processing for Integra Agents

Overview Policies **Details** Quotes Lead Info Documents Certificates Activity Invoices

Personal Lines Applicant PRE-FILL DRIVERS/VEHICLES PRE-FILL HOME

Applicant Info Rose, David DOB: 01/01/1995

VIP

Prefix: --Select-- First Name*: David Middle Initial: Last Name*: Rose

Suffix: --Select-- Address State*: TX Postal Code*: 75067 Maiden Name: Nickname:

Gender*: Male DOB*: 1/1/1995 Marital Status*: Single SSN:

DL#: DL Status: Valid DL State: TX Education: --Select--

Industry*: Business/Sales/Office Occupation*: Buyer Years: 0 Prior Employer In Years: 0 Applicant Type: Active Client

Customer Since: 10/27/2020 Account Name: Assigned To: EZlynx Main User Lead source:

Contact Info

Applying Policy Producer Codes

If your agency created rules based on “Producer Code” match criteria, every active policy must be verified that the correct Producer Code is entered in the Producer Code Override field.

- From the Customer's EZlynx account, go to the **Overview** tab and then click the **Policies** tab. Then, click the **More Actions** of your selected policy and then click **Edit**.

- Check if the **Producer Code Override** field is accurate.
- **If correct** - No further action is necessary. Commissions will pay correctly.
- **If incorrect** - input the correct Producer code and then click the **Save Policy** button.

Cancel Save Policy Save & Continue Edit

Note: If the Lead Source will be used to apply commission rules while also using policy level rules, the lead source rule will override the policy level.

You will need to create an individual rule for each scenario you may need to pay a lead source and an individual.

Commission Processing for Integra Agents

Here is a link to schedule a live interactive class with Ezlynx on
Commission rules:

[CLICK HERE](#)

Step 5: Identifying Manual and Download Statements


[CLICK HERE FOR THE VIDEO TUTORIAL](#)

There are statements from carriers that are going to download in your EZlynx. If some of the carriers' statements do not download, you have to reach out directly to the insurance company and see if they offer commission statements downloading.

If you're part of the aggregator group like Integra or a market access point group, then that may be being pushed through your EZlynx account directly.

For any carrier that was not downloaded, manual entry of commission statements in EZlynx is required to pay commissions for policies written with those companies.

To check which carriers downloaded and which did not, you have to go to the Commission Statements page of your EZlynx account.

1.  Reports menu icon. Under **Commissions**, select **Statements**.
2. Use **Commission Statement filters**:
 - a. **Date Range** – Adjust the date range to match the specific period you are working on.
 - b. **Statement Status** – Page defaults to Open Statements; Toggle between All, Open, or Closed options.
 - c. **Statement Type** – Select Manual, Imported, or Downloaded Statement.
 - d. **Ready to Finalize** – Select All Statements, Ready, Not Ready, or Finalized.
 - e. **Show Hidden Statements checkbox** – From Actions, there is an option to **Hide** a Statement. To view a hidden statement, check the **Show Hidden Statements** checkbox. From the blue Actions link to the right, you can select **Show** Statement again, if desired.

Step 6: Manually Creating a Commission Statement

[CLICK HERE FOR THE VIDEO TUTORIAL](#)

The first step to paying monthly commissions is to reconcile each of your carriers' commission statements. To do this, all statements must be available on EZlynx.

Commission Processing for Integra Agents

As stated in the previous step: **For any carrier statements that were not downloaded, manual entry in EZlynx is required to pay commissions for policies written with those companies.**

If a carrier statement is not in EZlynx or for any carriers that do not have a CSV file Statement available to import, you need to manually enter that statement in EZlynx.

How to manually enter a commission statement

1.  Click the **Commission** icon. Under **Commissions**, select **Statements**.

2. Click the **New** button in the upper right corner of the page.

3. Enter the required statement information.

*** Any required field will be marked with a red asterisk***

*** If you do not have a specific statement number to use, we recommend using the date of the statement in a mm/dd/yy format. (I.E. 080319 for August 30th, 2019.**

4. In the **Commission** field, enter the statement's **total commission amount**.

5. 

6. Enter each transaction item listed from the commission statement.

7.  Select the **Policy** field to locate the applicant & **Carrier** from the drop

8.  Select the **Applicant** field so that you can

9. Enter the **Premium** and **Commission** amount of the transaction.

10. Confirm that the policy **Matches to the correct Commission rule #**.

11. Click the **Add** to add the transaction in the commission statement.

12. Repeat steps until transactions listed in the statement are added.

Commission Processing for Integra Agents

Step 7: Finalizing Commissions Statement

[CLICK HERE FOR THE VIDEO TUTORIAL](#)

As you manually enter each statement. You may also decide to finalize them as you go. Finalizing them is the process of:

- Applying the Service Team Rules
- Creating a Receipt of payment for those commissions
- Finalizing the statement to signify it is processed and closed.

Finding a statement

You need to find the statement that you would like to finalize.

1. Hover over the **Policy Management icon**. Under **Commissions**, select **Statements**.
* The Commission Statements page defaults to all statements for the last three months.
2. You may either use the **Filters**, the **Search** box or the **Sort** column.
 - **Date Range** – Filter uses Statement Date; Adjust the Date Range as necessary.
 - **Statement Status** – Page defaults to Open Statements; Toggle between All, Open, or Closed options.
 - **Statement Type** – Select Manual, Imported, or Downloaded Statement.
 - **Ready to Finalize** – Select All Statements, Ready, Not Ready, or Finalized.
 - **Show Hidden Statements checkbox** – From Actions, there is an option to **Hide** a Statement. To view a hidden statement, check the **Show Hidden Statements** checkbox. From the blue Actions link to the right, you can select **Show** Statement again, if desired.

The screenshot shows a search bar with the placeholder text "Carrier, Statement #, or \$ Amount" and a magnifying glass icon. Below the search bar is a table with a checkbox and the text "Aegis Security Ins. Co.".

How to fix an unmatched line item

[CLICK HERE FOR THE VIDEO TUTORIAL](#)

Before finalizing a statement, there should not be any unmatched line items inside the statement. Here's how to fix an unmatched line item:

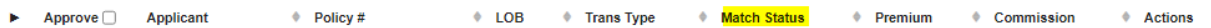
Commission Processing for Integra Agents

- Once you've located the statement that you need to finalize, click **Actions** on the right, and then select **Edit Details**.



- Find the **Unmatched Commission** amount.
 - If \$0.00 – there are no unmatched commissions. Go to Update, Approve, & Finalize.
 - If it shows any amount other than \$0.00, continue to the next step.

- Click the **Match Status** sort column to find any line items that are “unmatched.”



- Once you find any unmatched line item, click the **Edit** under **Actions**.



- Click the **Match Status** column to find any line items that are “unmatched.”



- Ignore **Service Team** and **Override Rule**. The entire statement will be updated later.
- Click **Match**.
- Repeat steps 3 – 7 until all unmatched line items are matched. The **Unmatched Commission** amount should equal \$0.

Add Chargebacks & Carrier Fees (if needed)

A commission statement may have a total commission amount that is different than the total of the line items. This is usually because a carrier has added or subtracted chargebacks and/or carrier fees to the commission total, but not included these as line items on the statement. When this happens, the chargeback(s) and/or carrier fee(s) must be added to the statement manually - as line items.

- From the commission statement, click the **+ Add Commissions** button.



- At **Applicant / Policy #** box, search for your agency’s “**chargeback fees**” EZlynx account.
 - * a **chargeback fees EZlynx account is a fictitious account created to add the chargeback(s) and/or carrier fee(s) in a statement.**

- Select the policy for the type of fee you are adding.

- At the **Commission** box, enter the chargeback or carrier fee as a **negative amount**.



- Click **Add**.
- Repeat steps 1 – 5 until all chargebacks and/or carrier fees are added. After adding all of it, the **Unmatched Commission** amount should show as \$0.00.

Commission Processing for Integra Agents

Update, Approve, & Finalize

Before finalizing, ensure that all line items are matched, and that chargebacks or fees have been added.

After this, the line items listed in the statement must run through the commission rules. Also, all line items must be approved and finalized to ensure reporting accuracy.

1. From the opened Commission Statement, click the **Update Commissions** button.



- This runs the line items through the rules and applies updates made to applicants, policies, and/or commission rules so that **commissions pay accurately**.

2. Verify if commission rules have been applied to all transactions. If you do not see that the rules have been applied, refresh the page until you see that rules have been applied.

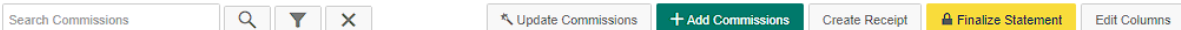
Commission Statement #2023-5-Mercury-IAB-EC

[Back to Commission Statements](#)

COMMISSION STATEMENT INFO

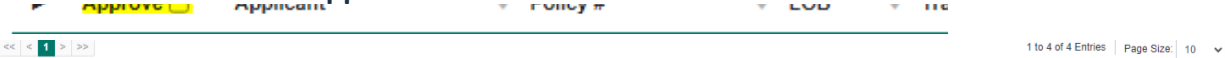
Carrier: Integra Financial Group, Ltd. Commission: \$6,082.25 [Edit Statement](#)
Statement Date: 5/19/2023 Unmatched Commission: \$0.00 Unapplied Cash: \$6,082.25

COMMISSIONS

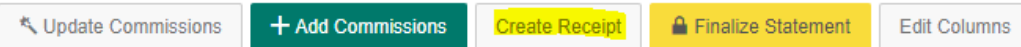


Approve	Applicant	Policy #	LOB	Trans Type	Match Status	Premium	Commission	Actions
<input type="checkbox"/>	Joshua Garnier	TXHP0000106931	HOME	RWL	Matched	\$3,841.00	\$576.15	Edit Delete
Service Team		Matches rule: O'sullivan - Renewal or Rewrite					100.00 %A = \$576.15	
<input type="checkbox"/>	Das Ramadas	TXHP0000109028	HOME	RWL	Matched	\$2,852.00	\$427.80	Edit Delete
Service Team		Matches rule: O'sullivan - Renewal or Rewrite					100.00 %A = \$427.80	

3. Make sure to also check if each transaction listed in the statement has a “Matched” status under the Match Status column.
4. At the top left of the line items grid, check the **Approve All** box. **Make sure all line items are selected and approved.**



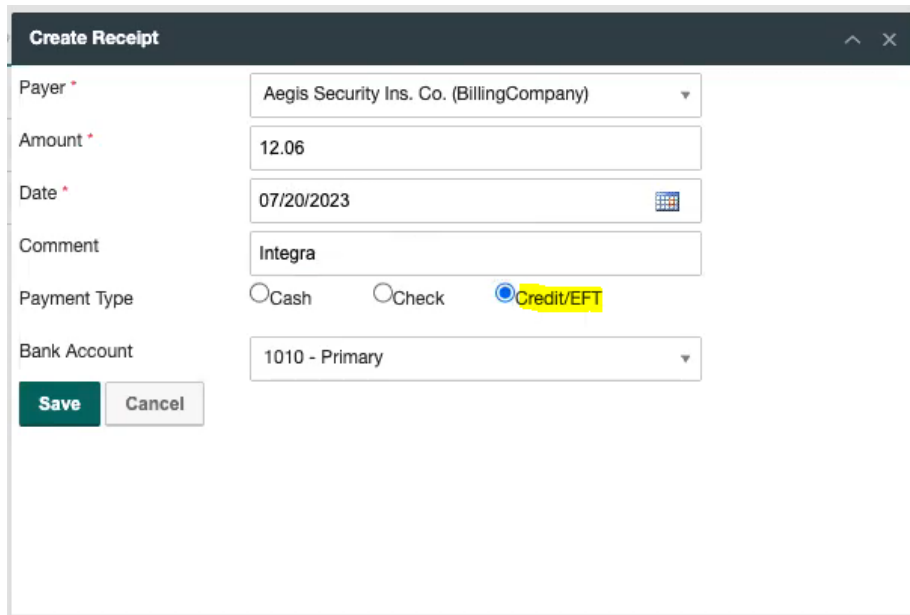
5. After approving, click **Create a Receipt**.



6. To create a receipt:
 - Select the **20th** of the month of processing as the **Date**.
 - Select **Check** for the Payment Type. When the commission amount is a negative number, choose **Cash** when creating a receipt.
 - Comment: **Integra *MM & YYYY of IAS***

Commission Processing for Integra Agents

- The Bank Account you will select depends on which agency you are working for.



Create Receipt

Payer * Aegis Security Ins. Co. (BillingCompany) ▼

Amount * 12.06

Date * 07/20/2023

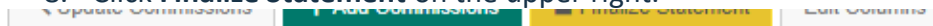
Comment Integra

Payment Type Cash Check Credit/EFT

Bank Account 1010 - Primary ▼

Save Cancel

7. Click **Save**.
8. Click **Finalize Statement** on the upper right.




9. Go to the next statement then repeat steps 1 to 8 until all statements have been finalized.

How to re-open a finalized statement & reverse a receipt

[CLICK HERE FOR THE VIDEO TUTORIAL](#)

A finalized statement can be re-opened if there are any corrections that need to be made.

1. Find the statement you need to re-open on the Commissions Statements page. You may follow the [Finding a statement](#) instructions to find your statement.
2. Once you've located the statement, click **Actions** on the right, and then select **Reopen**.
3. Click **Reopen Statement**.
4. After re-opening the statement, the receipt of that statement also needs to be reversed.
5. Go to **Accounting** page by hovering your mouse to the  icon and then click **Receivables**.



6. Find the receipt under the **Receipts** tab.
7. Once you found the receipt, click **Select** under **Actions**, and then click **Reverse**.
8. Go back to the Commissions Statements page. You may follow the [Finding a statement](#) instructions to find your statement.
9. Click **Actions** on the far-right side of the statement, and then select **Edit Details**.




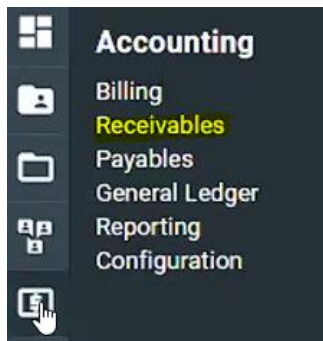
Commission Processing for Integra Agents

10. Click **Update Commissions** and **Unapprove** the line items.
11. Make the necessary corrections to the statement.

Step 9: Generating Producer Payable Statements

[CLICK HERE FOR THE VIDEO TUTORIAL](#)

1. Go to the **Accounting** page by hovering your mouse to the  icon and then click **Receivables**.



2. Go to the **Deposits** tab.
3. Click **Add Deposit**.
 - Change the **Reference No.** depending on your preferred format
 - Select the **Branch Account** to your preferred company income bank account.
 - Change the **Deposit Date** to the date of the statement you are working on.
 - Enter the Total Commission of the statement as the **Control Total**.

IMPORTANT: if you have statements that are a return to Integra (a negative amount in the IAS), the deposit will be off by that amount. **You will need to adjust your control total by that amount. Do not include the negative amounts in the total commission when entering the Control Total.** Don't worry if you get it wrong, you will be able to correct it later as long as you have not closed the deposit.

Commission Processing for Integra Agents

Add Deposit

Reference No. * 2023-11-20-IAS - O'Sullivan - Integra Insurance Services - Integra income

Branch deposit account (ia Blueprint) O'Sullivan - Integra Insurance Services

Bank Account * Integra income deposit account (ia Blueprint)

Deposit Date * 11/20/2023

Control Total * 20000

Save Cancel

4. Press **Save**.
5. Once saved, you will be directed to the Deposit Overview page of the deposit you created. Click **Add Receipt**.
6. **Select Receipts** to your deposit. The statements that were finalized will show up at this point.


Select Receipts

Search Applicant Name

Select receipts to add to the deposit

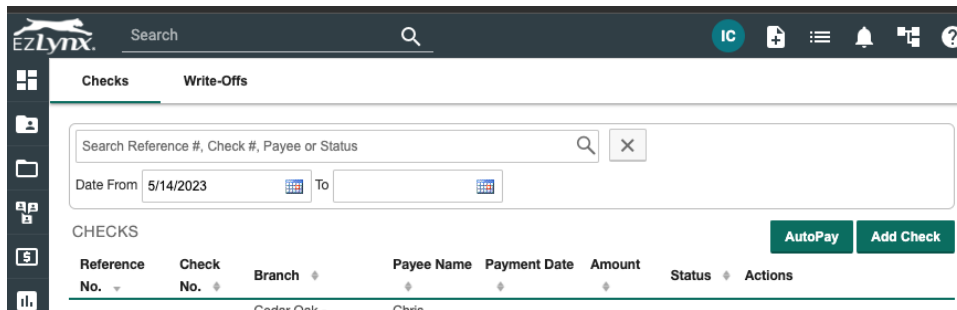
Receipt	Payer	Amount	Check #	Date
---------	-------	--------	---------	------

Select Cancel

7. After selecting all the statements that must be in the Deposit, **make sure that the Deposit Total is the same amount shown in the Receipt Total**. Once both amounts are the same, move on to the next step.
8. Click **Actions** then click **Finalize**.
9. Go back to the **Accounting** page by clicking the icon  and then click **Payables**.

Commission Processing for Integra Agents

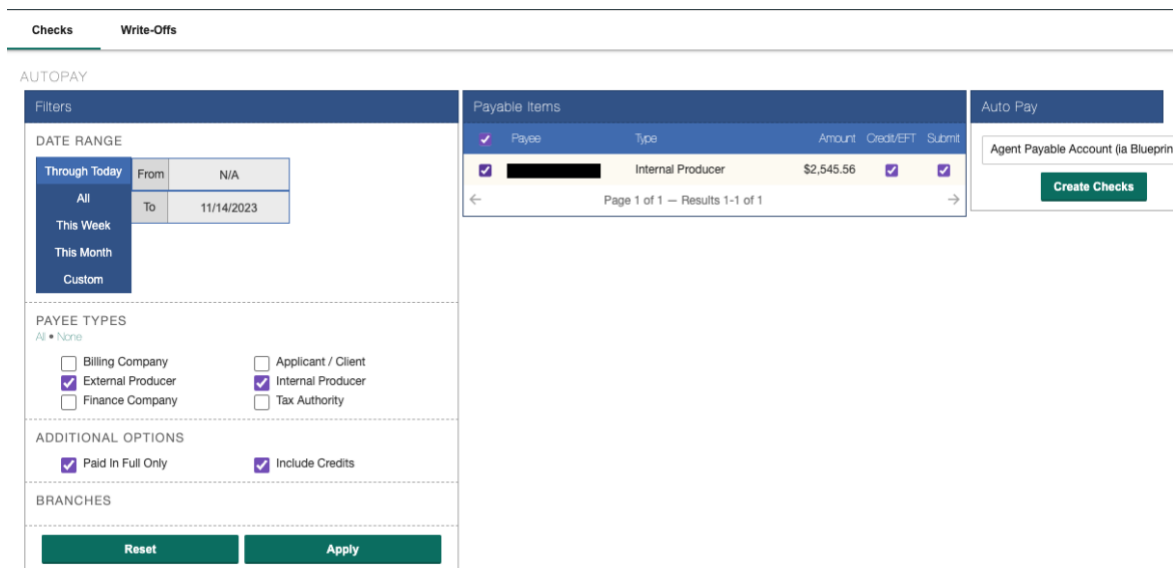
10. The next page should take you to **Checks & Write-Offs**.



11. Under the **Checks** tab, click **AutoPay**.

12. On the AUTOPAY page, select the following:

- Select the date range **“Through Today”**
- Check **External Producer & Internal Producer** under **Payee Types**.
- Check all the items under **Additional Options (Paid In Full Only & Include Credits)**.



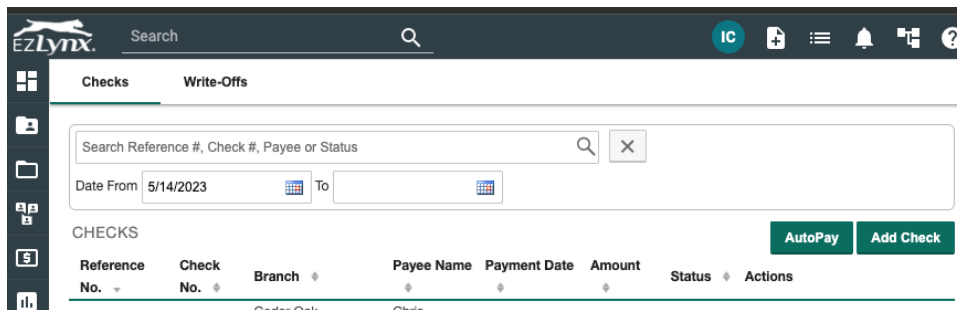
- Selecting **“Through Today”** will select only commissions that have been paid to you through today.
- Selecting **Paid in Full Only** will only apply if you have been paid for these policies.
- Selecting **Include Credits** will apply any cancellation or return commissions for endorsements, audits, cancellations, or reversals.

13. Click **Apply**.

Commission Processing for Integra Agents


14. Once you click **Apply**, you will see a list of your producers along with the amount you owe each one of them under Payable Items. Select all of the **Payees** you would like to pay.
15. Beside each payee, check the Submit button. Credit/EFT is optional. It only indicates if you would like to pay them by check or EFT.
16. Select the **Select Bank Account** under the dropdown menu in the Autopay section.
17. Click **Create Checks**.
18. Go back to the **Payables** page and go to the **Checks** tab.

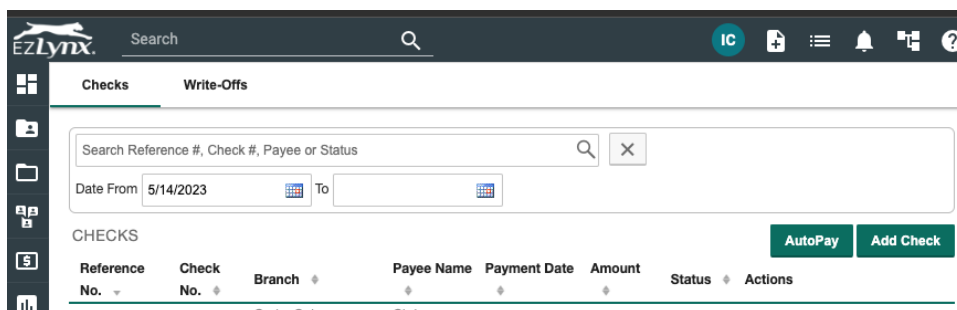
A list of checks that have been generated will be shown on this page. Find the checks you just generated. From here you can see how much you owe each producer and generate a statement for each producer.



Print or Save Producer Statements

You can keep a copy of the producer statements for your records and provide it to your producers by printing or saving it.

1. Go to the **Accounting** page by clicking the icon  and then click **Payables**. The next page should take you to **Checks & Write-Offs**.



2. Under the **Checks** tab, look for the check that you want to print or save.

Commission Processing for Integra Agents

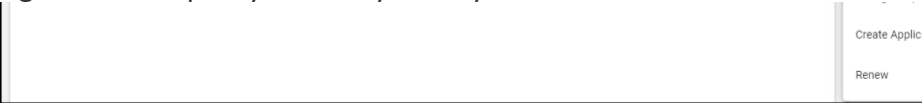
3. Click **Select** to the far right, then select **Check Detail Report**. This will load the report for the selected Producer.
4. Click **Print**, change destination to **Save as PDF** and change layout to **Landscape**.
5. Click **Save**.

Rewrite Policy Workflow

Policies that are rewritten and downloaded will need to be corrected.

- **Ezlynx does not typically realize that a policy is rewritten.** They will allow it to be downloaded as a new business because this is how it is sent by the insurance company. Not correcting this will automatically apply the new business commission rules to a policy that should be handled as a rewrite.

To correct this, you will need to institute a policies rewrite workflow as such:

1. **Cancel the existing policy** on the carrier website.
2. **Record the cancellation** in EZLynx:
 - **Downloading carrier:** Sends a cancellation download and the download is not received timely.
 - Agent contacts carrier to request the download (preferred).
 - Or, agent cancels policy manually in EZLynx:
 - Click the **Actions** link next to the policy, then select **Cancel**.
 - **Non-downloading carrier:**
 - Agent cancels policy manually in EZLynx
 - 
3. **Bind the new policy** on the carrier website.
4. **Record the new policy** in EZLynx as a **Rewrite**:
 - **Downloading carrier:**
 - Carrier sends New Business download.
 - Click the **Actions** link next to the policy, then select **Edit**.
 - At Transaction Type, select **Rewrite**.
 - Click **Save Policy**.
 - **Non-downloading carrier:**
 - Add as a manual policy with the Transaction Type set to **Rewrite**.

Commission Processing for Integra Agents

Video Tutorials

Access the full library HERE
Step 1: Creating & Setting Up a User in EZlynx
Step 2: Setting Up of Deposit Accounts
Step 3: Creation of Service Teams
More Information About User Settings
Step 4: Setting Up of Service Team Rules
More Information on Applying Service Team Rules
Step 5: Identifying Manual and Download Statements
Step 6: Manually Creating a Commission Statement
Step 7: Finalizing Commissions Statement
Step 8: Generating Producer Payable Statements
How to fix an unmatched line item
How to re-open a finalized statement & reverse a receipt